

ROSS Helpdesk Note 2000-10 Opening Attachments

Date: September 25, 2000

From: The ROSS Helpdesk

To: All users

System: Dispatch Messaging System (DMS).

Subject: Problems opening attachments in DMS messages.

Purpose: To inform and instruct users having difficulty opening attachments in DMS messages.

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Problem: Some offices are having difficulty opening attachments in DMS messages.

Solution:

1. Go into Netscape Messenger. From the toolbar select **Edit** and then **Preferences**. In the left hand column, click on the + sign by Navigator and click on **Applications**.
2. In the *Description* window, scroll down to **WINWORD File** and click on each. (There should be 3. After clicking on **WINWORD File**, check in the box titled *File type details*, next to *Extension*. It should read **DOT**, **DOC** or **RTF**. Only one is present in each **WINWORD File**, so that explains the need for 3 separate **WINWORD Files**).
3. If one, some or all of the **WINWORD Files** are missing, click on **New Type**. In the description of type enter **WINWORD File**. In the *File extension* line, put in **DOC**, **DOT** or **RTF** (remember, all three are necessary to be assured of being able to open all attachments). In the *MIME type* box enter **application/msword**. To fill the *Application to use* box hit **Browse**. Either type in the following: **C:\Program Files\ Microsoft Office\Office\Winword.exe** or use the up arrow until you can choose the (C:) drive. Then in sequence select: **Program Files**, **Microsoft Office**, **Office**, and **Winword.exe**. Click on **OK** and your machine should now be able to open attachments.